

AMENDMENTS TO THE SPECIFICATION:

1. Please amend the paragraphs [0072] - [0074] of the present application as follows:

[0072] The display 700 illustrates the result of selecting the 'telephone' node [720] 714 from the navigation window 702. It is noteworthy that within the same area of the navigation window 702, the 'Agreements' node [720] 716, which is the parent of the telephone node indicates that there are four agreements associated with this particular customer. Specifically and as indicated by the appropriate agreement type, there are two telephone, one cable television and one wireless agreement. In other words, a Customer Service Representative (CSR) can tell at a glance how many agreements a particular customer has in addition to telling the types of agreements. When a particular agreement such as the telephone is selected, the summary area displays a table 704 and the content window 712 displays other fields and tabs that are relevant to a telephone type of service.

[0073] The table 704 contains two rows of fields summarizing the relevant information for each of the two indicated telephone agreements. Unless the CSR selects differently, the details associated with the first of the two entries in the summary table 704 can be displayed within the content window 712. The content window 712 also displays a number of tabs [714] 750, which are specific to the type of service that has been selected by the CSR, for display. For example, because the current service type is telephone, there are tabs [714] 750 for general

information, toll, local, directory information, 911 information, location, tax, equipment, deposit and products. In other words, if the CSR had selected cable television, the displayed tabs [714] 750 may be quite different. Each tab [714] 750 provides quick access to other items of information that are related to the agreement type that is being viewed by the CSR.

[0074] For example, when a CSR selects the Local tab [714] 750, having previously selected a service type of telephone, a new view [716] 752 can be shown within the content window 712, as illustrated in Fig. 7a. The view [716] 752 provides access to information and specific properties relating to local options for a telephone service such as, caller Id status, publication of the listing, the option to change the phone number and so on. The access and ability to modify the properties of a service require proper security. The view [716] 752 may also include some user defined open fields 718 as shown, the concept of which was described earlier.